

# Assistant VITA COORDINATOR JOB DESCRIPTION

## United Way of St. Joseph County

### **Job Title:** Assistant VITA Coordinator

*A rewarding position where you will learn new skills and help to mobilize the caring power of our community to advance the common good, specifically in the area of financial stability through our Volunteer Income Tax Assistance Program.*

**Status:** Temporary Part-Time, Seasonal Employment

**Timeframe:** Varies with need

- Pre-Season Training and Site Organizing will take place through December
  - 20 hrs. per week approximately
- Tax Season Site Operation occurs January through April
  - (30 hours) per week; approximately 120 hours per month total).
  - *Hours will vary weekly depending on workflow.*
- Post-Season occurs through May
  - 20 hrs per week approximately

**Compensation:** \$14.00 per hour, based on experience (paid semi-monthly)

**Reports to:** Director of Community Impact

**Supervises:** Volunteers, Sites, and Assists with IRS Program Requirements

### **Collaborative Relationships:**

IRS, Church Community Services in Elkhart, Goodwill, IUSB, UND Law Clinic, Ivy Tech College, Kosciusko coordinating partners, La Porte coordinating partners, St Joseph County Libraries, Mish/Penn Libraries/ Battel Center, and other various community resources.

**Position Description:** The VITA program offers free tax preparation to those that meet the IRS annual income threshold. The role of the Assistant VITA Coordinator is to provide oversight of VITA programming for United Way of St Joseph County (UWSJC) including overseeing volunteer recruitment and scheduling, site logistics, and implementation of the VITA program. The individual works to further impact in the area of Income/Financial Stability through partnerships, program implementation, and communication about program successes as required.

### **Responsibilities:**

- Serves as the coordinator of the VITA program, contact for UWSJC tax sites and the IRS; responds to inquiries as needed, and communicates with UWSJC staff, IRS staff, and other tax sites on a regular basis; answers taxpayer questions regarding tax return.
- Implements volunteer coordination; maintains volunteer records and provides ongoing correspondence to volunteers. Ensures all volunteers are properly trained, documented and shares reports with IRS Spec Agent.
- Pulls data and monitors report deadlines.

- Oversees tax appointment screenings and services; serve as an administrator of appointment scheduling distribution via Appointment Plus for VITA Sites daily.
- Provides tax site administration, site set up assistance, and site material re-orders.
- Ensures TaxSlayer software is set up and functioning for each site.
- Ensures with Director that IRS Code of Conduct and Confidentiality Regulations are being practiced at sites.
- Ensures with Director that UWSJC tax sites remain in compliance with all IRS Quality Site Requirements.
- Ensures with Director that VITA volunteers electronically file tax returns with the IRS within 24-hours as possible; resolve rejected returns in a timely manner; conduct quality reviews on each return prepared by volunteer tax preparers.
- Ensures, as possible, that VITA site(s) are open as scheduled and adequately staffed.
- Promptly notify UWSJC and the IRS Spec staff of changes in site hours and/or days.
- Provides programmatic support functions related to VITA.
- Professionally represents UWSJC in the community.

**Qualifications:**

**Education:** High School Diploma or equivalent required. Bachelor's Degree preferred.

**Experience:** Two years relevant experience required. Sufficient combination of education and experience preferred.

**Other:** Valid driver's license required as well as access to reliable insured automobile to be used for work-related travel.

**Skills/Requirements:**

- ✓ Strong organizational and time-management skills and ability to work in a fast-paced environment.
- ✓ Excellent oral and written communication skills; compassionate ability to work with the public; works well with diverse populations of clients and volunteers.
- ✓ Strong project management skills with timely and consistent attention to follow up.
- ✓ Professional leadership within a team environment, multi-tasker, self-motivated and takes initiative, shares credit and takes responsibility, and is able to manage stressful situations and resolve conflict.
- ✓ Effective problem solver and decision maker with high adaptability to change.
- ✓ Computer literate: Taxslayer; MS Office; Outlook; Internet; database knowledge a plus.
- ✓ Willingness to work a non-standard work schedule including as needed (evenings and weekends).
- ✓ Ability to maintain a clean and organized desk and common work areas.
- ✓ Complete all training requirements.

**Physical Demands:** While performing the duties of this job the employee is regularly required to talk or hear. Must have the ability to handle stress. Ability to lift and carry 5-20 pounds and help deliver materials to tax sites throughout the community. Specific vision abilities required by this job include appropriate vision needed to drive as required for a valid driver's license. Ability to move files to filing cabinet. Ability to stand and or sit for extended periods of time.

**To be considered, please submit: a cover letter, and resume to [resume@uwsjc.org](mailto:resume@uwsjc.org) by September 6<sup>th</sup>, 2019.**

*United Way of St. Joseph County is an AA/EOE and welcomes all to apply including veterans and individuals with disabilities.*